

# HUDSON FIRE DEPARTMENT

## JOB – 19 Permit Technician

Subject: Fire Department Permit Technician

Initiated By: S. Murray

Approved By:

Effective Date: 03/5/2013

Supersedes:

BOS Approved: 03/05/2013

### **I. Scope**

Performs highly responsible administrative support as part of the Inspectional Services Team by assisting the public at the service counter, providing technical office support duties related to the processing and issuance of permits, and performs other related duties as assigned.

### **II. Supervision Received:**

Works under the general supervision of the Deputy Fire Chief who outlines departmental policy, makes work assignments, and evaluates work in terms of effectiveness of results. Performs duties with a high degree of professionalism, independence, exercising judgment, and tact in answering inquiries from internal and external customers.

### **III. Supervision Exercised:**

May exercise supervision over personnel as assigned to assist the division.

### **IV. Example of Duties:**

Position may not include all of the duties listed, nor do the listed examples include all duties which may be found in a position of this class.

1. Receives and reviews building applications from customers; assess scope of project and relevant permit requirements; educate customers regarding necessary permits and general Town of Hudson Code compliance of proposed projects.
2. Answers telephone and greet visitors; receives inquiries and provides information or refers inquiries to appropriate personnel.
3. Accepts all building, fire, zoning, planning, and engineering permits and associated applications and fees.

4. Authorizes issuance of permits and applications within the scope set by the Deputy Fire Chief, Zoning Administrator, Town Planner and Town Engineer.
5. Researches requests with property account files to determine legal status.
6. Proofreads and verifies applications for completeness and accuracy. Ensures that all applications are complete. Communicates with applicants once applications have been reviewed and approved.
7. Records and processes permit applications in the computer database. Contacts, forwards, and tracks permits to other town departments.
8. Forwards complex applications and plans to Plans Examiners or Inspectors for review. Receives certified plot plans and distributes to appropriate departments as needed.
9. Collects all fees and transacts all monetary exchanges. Audits, reconciles, and balances cash receipts; completes balance control sheet, and submits/prepares finance report and forwards to Finance Department.
10. Utilizes working knowledge of processes and codes of each department's function to determine appropriate direction to forward or answer. Understands each individual project's sequence of inspections, schedules, and enters requests into the computer system.
11. Develops and accounts for all activity within the Inspectional Services Division. Submits a written accounting of all activity to the Deputy Fire Chief by the 25<sup>th</sup> of each month.
12. Utilizes computers, scanners, fax machines, calculators, copier machines, printers, telephones, and various filing systems.
13. Types a variety of correspondence, memoranda, forms, and computer generated reports from the permit application information. Prepares various complex and/or routine departmental reports pertaining to activities of the division.
14. Schedules appointments and meetings for appropriate staff members; attends meetings and functions for the purpose of gathering information and making notes of proceedings.
15. Provides back up assistance to Fire Administration staff when requested and performs other clerical duties as may be assigned based on workload.
16. Provides administrative aide support and permit technician support as part of the Town Emergency Management Team during planning, response, and mitigation activities related to emergency management. Includes work in the Emergency Operations Center during large scale disasters.
17. Maintains fire prevention and building inspection filing systems; maintains reference file of

correspondence, memoranda, purchase orders, and a variety of other materials.

18. Assists in the division preparation of the budget.
19. Recommends and assists the Information Technology Department in software purchase and use.
20. Performs other related duties as required. Fills in for Administrative Aide when needed.
21. Attend onsite and offsite training and education classes related to permitting, fire and building codes and standards, computer skills classes, and other training as recommended or required by the supervisor.
22. Attends divisional meetings to exchange ideas and information.
23. Processes queries and complaints from the public.

#### **V. Knowledge, Skills and Abilities Required:**

1. Considerable knowledge of permitting process, life safety, building and fire prevention codes, and Town of Hudson Town Code. Proficient in modern office practices and procedures; including ability to utilize Microsoft Office Products, IMC permit software modules, and Muni-Smart computer software. Knowledge and ability to work with data base and spreadsheet application files.
2. Considerable knowledge of business English, spelling, arithmetic and vocabulary. Ability to transcribe letters and reports. Ability to communicate in oral and written form. Ability to maintain accurate records and files. Ability to establish and maintain effective working relationships with other departments, employees, and the general public.
3. Ability to obtain ICC Certification as a Permit Technician within one year of employment.
4. Attend a minimum of one annual customer service related training or education.
5. Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages.
6. Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress. Must have ability to effectively communicate and instruct both verbally and in writing in order to defuse hostile behavior.
7. Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of

responsibility. Maintains high quality communication and interacts with all co-workers and the general public.

8. Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with minimal supervision and instruction.
9. Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with minimal errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

## **VI. Minimum Qualifications Required:**

1. Graduation from High School or a GED supplemented by specialized training in administrative skills and two years experience in similar responsible administrative work; OR an equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and ability as determined by the Fire Chief.